

The Pipeline

Vol. 1999, Number 20

June 7, 1999

One Year of CFC Restructuring; Appreciation Week June 14-18

By Steve Osborne, CFC's DCBS, Quality Assurance

The Cabinet for Families and Children is celebrating the first anniversary of restructuring with Internal Customer Service Appreciation Week June 14-18.

What are "internal customers?" They are our fellow workers. If we treated everyone we worked with as valued customers – people whose satisfaction determined the health of our business – we might find work more pleasant and productive. One way to facilitate this "customer is right" spirit is to reward good customer service – and to learn more about the folks we work with every day. Activities include:

► Information Booths

Several CFC offices will have information booths in the lobby of the CHR Building, staffed 11:30 a.m. – 1 p.m. daily.

Booths will be hosted by the Departments for Community Based Services and Disability Determination, and the Offices of Counsel, Performance Enhancement, Program Support, Technology Support, and Communications.

► Awards

Awards will be presented on June 18 to the best booths in three categories: most informative, most congenial, and most creative. Votes cast by visitors to the booths will determine the winners.

► Luncheon Events (11:45 a.m.- 12:15 p.m. daily)

- ▶ June 14, Health Services Auditorium – **James Driver**, motivational speaker
- ▶ June 15, Health Services Auditorium – **Dr. Clifford Kuhn**, motivational speaker
- ▶ June 16, Health Services Auditorium – **CFC Secretary Viola Miller**, motivational speaker
- ▶ June 17, in front of the CHR Building near the lobby – **Gina Carter-Smith & Buddy Irvin**, music
- ▶ June 18, in front of the CHR Building near the Lobby – **The Country Rockers**, dancers

► Open House

The Division of Child Support will host an Open House June 17, 1 – 3 p.m. at First City Complex. Van service from the CHR Building to First City Complex will be available. The van will depart from the lobby side of the CHR Building.

Add \$1 to Auto Registration; Help Families Pay for Day Care

A voluntary \$1 donation added to your motor vehicle registration renewal can help make a difference in the lives of children of the working poor.

House Bill 756, enacted by the 1998 Kentucky General Assembly, provides for the voluntary contribution to help low-income families above the poverty line pay for child care.

Families and Children Secretary Viola Miller said the state currently assists families whose income is within 160 percent of poverty guidelines. The donated dollars will be placed into a trust account to help families making more than that amount (\$26,720 for a family of four) with child-care payments.

"As every working parent knows, child care is one of the biggest expenses there is. It is also one of the most important," Secretary Miller said. "That is why CFC is increasing its spending on child-care subsidies to more than \$100 million next year. With the new trust fund, we can serve even more people, as every Kentuckian has the opportunity to contribute to that pool of money."

Some private companies are also creating child care assistance accounts for children of lower-income families.

Posters promoting the dollar -for-day-care fund are now available from CFC's Division of Child Care at 502-564-2524. They are also being distributed to county clerks and county-judge executives statewide, and small versions will be included in the next LINK, a newsletter which goes out to 8,000 child-care providers and early-childhood professionals around Kentucky.

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MARS: How Are We Doing?



Have you been wondering whether the Cabinet for Health Services will be ready for the July 1 "Blast Off" to MARS? Click on the web site below to go directly to the CHS-MARS Implementation Timeline. Tasks listed in blue have been completed; those in black are either currently in process, or are still on the MARS horizon. <http://cfc-chs.chr.state.ky.us/chs/mars/timeline.html>

Read more on MARS on page 2.

CHS Countdown to SFY '99 Closeout Continues

AS OF COB JUNE 9, **ONLY 15 BUSINESS DAYS** WILL REMAIN UNTIL THE 1999 STATE FISCAL YEAR ENDS.

The following data must be received by the Division of Accounts, Finance and Administration Cabinet, by 4:30 p.m. July 2:

- Travel Expense Vouchers
- Imprest/Petty Cash Reimbursement Schedules
- Inter-Account Bills
- Purchase Orders/Authorizations for Payment (straight disbursement only)
- Receiving Reports for **Old Year**
- Purchase Contracts
- Memoranda of Agreement
- Receiving Reports for Personal Service Contracts
- Receiving Reports for Property Rental Agreements
- Advises of Change in Order
- Procurement Card Payments

ALL AGENCIES MUST ALLOW FOR INTERNAL PROCESSING TIME FOR THESE DOCUMENTS.

Sick Leave Needs

Susie Miller, an employee of CFC's Community Based Services in Fulton, needs donated sick leave. She has been on medical leave for back surgery since January. To donate time, contact Gary Brooks at (270)472-1638.

Ruth Wilhoite of CFC's Family Support, also had back surgery and will be on leave for eight to nine months. To donate leave time, contact Charlene Nation or Carmen Maxson at (502) 564-7770.

Donna Aldridge of the Division of Laboratory Services in the Dept. for Public Health is currently on extended sick leave after having surgery. Contact Regina Hutcherson at (502)564-4446 to donate time.

Joyce Turley of Medicaid Services, who was seriously injured in an automobile accident February 10, also needs sick leave. To donate time, contact Peggy Puckett at 564-5472.

Health Services Completes MARS Workflow

The Cabinet for Health Services has identified the workflow of all purchasing documents in the Procurement Desktop application of the Management Administrative and Reporting System (MARS).

"Workflow" is the term used to describe how documents will move electronically in MARS. You also may have been hearing the term "approval path." In MARS, workflow is based on the same approval paths used currently to approve purchases.

There are many combinations of workflow, but all are created from the same six approval authority types: supervisor, needs-based, legal, commodity, fund-based, and management. Documents may have to go through any combination of these approval paths, depending on the commodity type, the dollar threshold, the buying entity, and cited authority (what we are buying, how much it costs, who is buying it, and under what authority).

All CHS workflow information has been forwarded to MARS Central, and should be in place for implementation of Procurement Desktop (PD) in MARS on July 1.



CHS Needs Volunteers for Fair

By Eva Smith-Carroll, CHS Communications

Volunteers are needed to work at the Cabinet for Health Services exhibit at the Kentucky State Fair Aug. 19-29 in Louisville.

The cabinet exhibit last year was a great success thanks to the participation of all the employees who planned the event and worked at the fair. The cabinet exhibit was the No. 1 draw at the 1998 Health Fair with more than 30,000 people visiting the area.

For more information and a copy of the volunteer application form, contact Eva Smith-Carroll, Office of Communications, 4th Floor, Human Resources Building, 564-6786.

You can also contact Carol Forbes, Millie Noonan, Morris Strevels, or Anita Travis, Department for Public Health; Pat Mathes, Department for Medicaid Services; Kent Richards or Barbara Gordon, Office of Aging Services; or Rich Crossett, Department for Mental Health and Mental Retardation Services.

Computer Revolution Charges into CFC

By Cary B. Willis, CFC Communications

The computer revolution is changing the way we do business at the Cabinet for Families and Children.

On May 12, the Office of Technology Services began the mother of all computer rollouts, and by June 20, more than 3,400 new personal computers will have been installed in CFC offices throughout Kentucky.

"The Cabinet's objective is to get a PC in front of all service and support staff," said OTS Executive Director Rodney Murphy.

For some using under-powered computers, new PCs are on the way. A follow-up "fire team" of OTS staff and employees of Grumman Systems Support Corp. will be on hand for several days after the PCs are installed to work out the kinks and answer questions.

Most of the computers will be Compaq brand, with some Gateways. Setup will take between 30 minutes and 90 minutes per machine. You will be contacted before the PC is to be installed at your desk.

Murphy said OTS will be busy during this time, and he asked that you show patience. For example, staff who want to "swap" their PC with a co-worker should hold off until July. By then OTS will have time to assist you.

If you've never used a computer, you will quickly learn how useful – and even fun – it can be. You can write memos, send e-mail messages, create documents, create spreadsheets, or do research on the Internet, among many other tasks. With PowerPoint, you can create office presentations. Your work can look more professional. Your documentation may become more accurate.

If you have authorization, you can access the TWIST system with a PC. The new MARS administrative program will be on some people's PCs.

Of course, a new piece of equipment is useless if you don't know how to use it. The Training Branch will be keeping you informed of training opportunities.

If you have a technology question of general interest, click here: [CFC Techno Talk](#). We will attempt to answer your questions in future editions of Techno Talk Translated.



Central Office Notes and Activities

.. New **CFC t-shirts** are available for ordering now. The shirts are stone-colored and are \$10 for S, M, L and XL; \$11 for XXL and XXXL. Call Bonnie Cox at 564-5028 to place your order. She will also accept orders via email.

- .. The **American Red Cross** will take donations of blood July 7, 9 a.m. – 1:30 p.m. in the lobby of the Health Services Building. Division recruiters will make appointments for the drive. For additional information, call Dora Kerns, of the Cabinet for Health Services, (502)564-2772, ext. 126, or Debbie Armstrong, of the Cabinet for Families and Children, (502)564-7770.
- .. Linda Burke of CHS' public health has established a **Fibromyalgia Support Group**, which will meet the third Thursday of each month. Everyone is invited. The next meeting will be at 7 p.m. June 17 at Highland Christian Church. For more information, call Linda Burke at (502)564-7213.
- .. Nominations for **CFC Employees of the Month** are due by the 15th of each month. For more information, or to submit a nomination, contact Charlene Nation or Carmen Maxson of the Employee Services Branch, CHR-5, phone (502)564-7770. Nominations may also be sent by e-mail.
- .. The **aerobics program** gets a workout every Tuesday and Thursday at 5 p.m. in the cafeteria. Call Beth Bates at 564-7718 for more information.

Pipeline, a weekly newsletter for employees of the Cabinets for Families and Children and Health Services, welcomes reader comments and contributions. Items for *Pipeline* are due by 4:30 p.m. each Tuesday. Items for intercom announcements are due by 4:30 p.m. each Monday. Call (502) 564-6786 or send information to Patricia Boler at Patricia.Boler@mail.state.ky.us